



7.4 SUPPLIER and PARTNER RESULTS. The figures in this section summarize current levels, trends and comparisons in our supplier and partner performance.

Figures 7.4.1 and 7.4.2 show that Martin Army Community Hospital (MACH) scored well above the rest of the Medical Command and the national average in the last two tri-annual inspections by the Joint Commission on Accreditation of Healthcare Organizations (JCAHO). Only four percent of hospitals nationally are accredited "With Commendation."

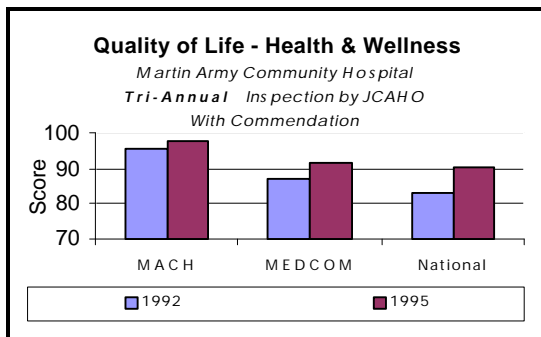


Figure 7.4.1

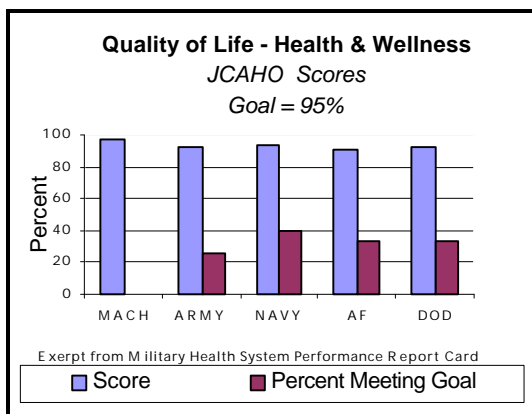


Figure 7.4.2

The Department of Defense (DOD) Health Affairs has identified 42 key indicators of performance by which to evaluate the quality of care provided by Army, Navy, and Air Force hospitals. The Military Health System Performance Report Card reports the performance of each hospital, based on these indicators, and benchmarks them against performance of the entire military health system. Figure 7.4.3 displays a report card summary showing MACH clearly in the lead in comparison with the average of all other hospitals in the Army, Navy, Air Force, and DOD.

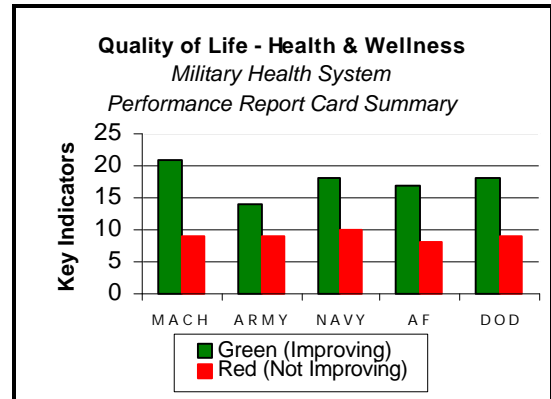


Figure 7.4.3

Rapid processing of Medical Boards by MACH increases Fort Benning's military unit readiness. Figure 7.4.4 displays why MACH was rated "Best in MEDCOM" by the DA Inspector General (DAIG) in 1997.

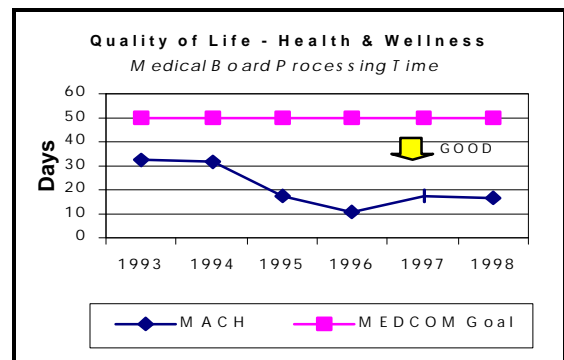


Figure 7.4.4

As shown in Figure 7.4.5, the Complaint Index (the number of complaints per 1,000 population) and the Satisfaction Index (the ratio of compliments to complaints) provide another means for MACH to measure their customers' satisfaction with the medical care received.

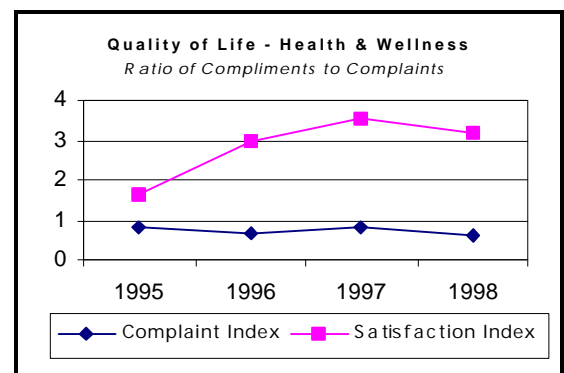


Figure 7.4.5



Figure 7.4.6 shows that our Dental healthcare provider is very close to achieving its goal of zero unfilled appointment times each month. The high rate shown in 1996 correlates with high deployment activity.

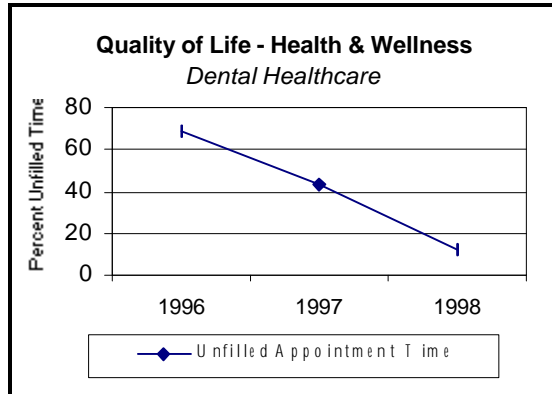


Figure 7.4.6

Operation and maintenance of the Administrative Telephone System is performed under the DA mandated Southeastern Region contract administered by the Office of Acquisition, U.S. Army Information Systems Command. Contractor performance has shown steady improvement in meeting the ten day standard for completion of work orders, as seen in Figure 7.4.7.

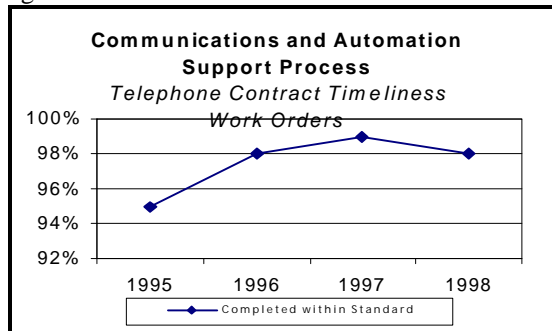


Figure 7.4.7

Figure 7.4.8 shows the current trend and projection of their performance measure tracking the percentage of item availability at opening time each day. The increase depicted in 1998 is caused by the current renovations of the commissary. Once renovation is completed the percentage of items not available will drop to 3%, well below the acceptable level of 5%.

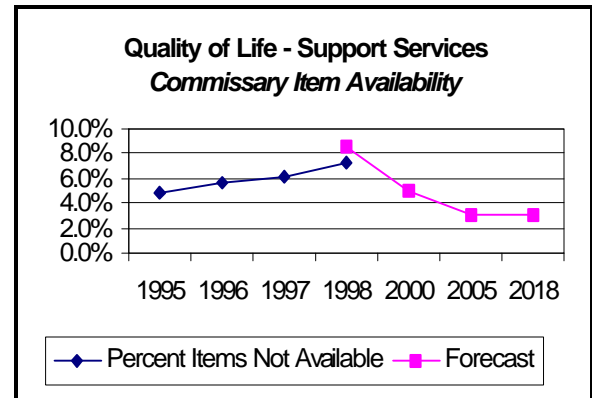


Figure 7.4.8

Figure 7.4.9 shows how the use of credit cards for the purchase of goods and services under \$2500 and the number of credit card holders has increased since 1995.

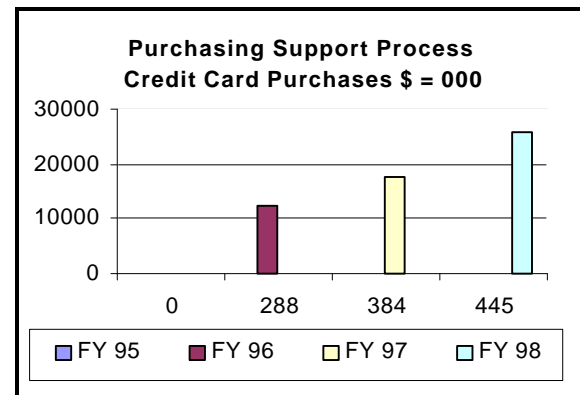


Figure 7.4.9

Figure 7.4.10 shows supplier survey results.

Supplier	Type Business	Svc Rating	Facility Rating	Refer Us to Other Suppliers
1. Belca Foods	Foods, Chemicals, Supplies	3.67	2.20	NO
2. Denny Enterprises	Fencing	4.0	2.25	YES
3. Equipment Service Company	Commercial Refrigeration	4.0	N/A	YES
4. Georgia Crown Distributing Company	Beverages	3.5	3.0	YES
5. J.T.S. Inc.	Alarms, CCTV, Telecommunications	3.83	3.0	YES
6. Medley Hotel and Restaurant Supply	Hotel and Restaurant Supplies	3.67	4.0	YES
7. Muscogee Glass	Glass, Mirrors, etc	4.0	3.0	YES
8. Kenneth P. Brown	Locksmith	4.0	4.0	YES
9. Ritch Elliot Company	Electrical Contractor	4.0	4.0	YES
10. Skyline Electric Inc.	Electrical Services	4.0	4.0	YES
11. SYSCO Food Services	Groceries	4.0	3.8	YES
12. Triangle Wholesale, Inc	Beverages	3.33	N/A	YES

Figure 7.4.10